Guidelines For: OD-1 Operator Services - Speed of Answer

C2C Guideline:

Definition:	Measures speed of answer for operator services and directory assistance.
Performance Standard:	Prior to July 1, 2000: No standard. Commencing July 1, 2000: Metrics OD-1-01 and 02: No standard. Metrics OD-1-03 and 04: 95% within 30 seconds.
Exclusions:	None
Report Dimensions:	BA/CLEC Aggregate (combined data)
Geography:	Measured and reported for each BA operator service center and BA directory assistance center, serving CLEC New Jersey customers.

OSS & BILLING (PRE-ORDERING)

Report Labels: | OD-1-01-1020 | OPERATOR SERVICES & DATABASES | No Standard

Guidelines: | OD-1 - Operator Services - Speed of Answer

Average Speed of Answer - Operator Services

Result: (Numerator / Denominator)

Denominator:	Numerator:
Number of calls to operator services answered	Sum of call answer time for calls to operator service (0) from time call enters queue until call is answered by operator.

Filtered output file: CLEC Appendix New Jersey CLEC Call Completion

For the details on the above out put filtered file layout refer to File Appendix: 70   File Type: Paper

Formula For: CLEC

Denominator	Numerator
SELECT **SUM(CALLS)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND QUEUE IN ('Q115', 'Q116', 'Q117')	**SELECT** **SUM(CALLS_ WAITING)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND QUEUE IN ('Q115', 'Q116', 'Q117')

Filtered output file: Verizon Appendix New Jersey Call Completion

For the details on the above out put filtered file layout refer to File Appendix: 69   File Type: Paper

Formula For: VERIZON

Denominator	Numerator
SELECT **SUM(IRVINGTON+BERLIN)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE	**SELECT** **SUM(TOTAL DAY QUSG) - (CLEC NUMERATOR)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE

OSS & BILLING (PRE-ORDERING)

Report Labels: | OD-1-02-1020 | OPERATOR SERVICES & DATABASES | No Standard

Guidelines: | OD-1 - Operator Services - Speed of Answer

Average Speed of Answer - Directory Assistance

Result: (Numerator / Denominator)

Denominator:	**Numerator:**
Number of calls to Directory Assistance answered	Sum of call answer time for calls to Directory Assistance from time call enters queue until call is answered by operator.

Filtered output file: New Jersey CLEC

For the details on the above out put filtered file layout refer to File Appendix: 16   File Type: Paper

Formula For: CLEC

Denominator	**Numerator**
SELECT **SUM(CALLS)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE	**SELECT** **SUM(CALLS_ WAITING)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE

Filtered output file: New Jersey RETAIL

For the details on the above out put filtered file layout refer to File Appendix: 17   File Type: Paper

Formula For: VERIZON

Denominator	**Numerator**
SELECT **SUM(CALLS)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE	**SELECT** **SUM(CALLS_ WAITING)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE

OSS & BILLING (PRE-ORDERING)

Report Labels:	OD-1-03-1020	OPERATOR SERVICES & DATABASES	95% in 30 Seconds

Guidelines:	OD-1 - Operator Services - Speed of Answer
	% Answered within 30 Seconds - Operator Services

Result: ((Numerator 1 - Numerator 2)/ Denominator) * 100

Denominator:	Numerator:
Number of calls to operator services answered	Number of calls to operator service answered within 30 seconds after the call enters queue

Filtered output file:	CLEC Appendix New Jersey CLEC Call Completion
	For the details on the above out put filtered file layout refer to File Appendix: 70 File Type: Paper
Formula For:	CLEC

Denominator	Numerator
SELECT **SUM(CALLS)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND QUEUE IN ('Q115', 'Q116', 'Q117')	

Filtered output file:	Uniforce FA&M Edit Switch Data (Queue Data)
	For the details on the above out put filtered file layout refer to File Appendix: 72 File Type: Paper
Formula For:	CLEC

Denominator	Numerator
	SELECT **COUNT(CLEC DENOMINATOR -CALLS>30_CLEC)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SWITCH = NJ

Filtered output file:	NJ CC Daily Percentage of Calls Ans within 30 secs
	For the details on the above out put filtered file layout refer to File Appendix: 20 File Type: Paper
Formula For:	VERIZON

Denominator	Numerator
	SELECT **(VZ DENOMINATOR) - SUM(CALLS>30) AS NUMERATOR 1** WHERE DATE >= STARTDATE AND DATE <= ENDDATE AND SWITCH = NJ AND CALL_QUEUE IN ('Q115', 'Q116', 'Q117')

Filtered output file:	Uniforce FA&M Edit Switch Data (Queue Data)
	For the details on the above out put filtered file layout refer to File Appendix: 72 File Type: Paper
Formula For:	VERIZON

Denominator	Numerator
	SELECT **SUM(CALLS) AS NUMERATOR 2** WHERE CALLS <> NULL AND DATE >= STARTDATE AND DATE <= ENDDATE

Filtered output file:	Verizon Appendix New Jersey Call Completion
	For the details on the above out put filtered file layout refer to File Appendix: 69 File Type: Paper
Formula For:	VERIZON

Denominator	Numerator

SELECT **SUM(IRVINGTON+BERLIN)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE	

OSS & BILLING (PRE-ORDERING)

Report Labels:	OD-1-04-1020	OPERATOR SERVICES & DATABASES	95% in 30 Seconds

Guidelines: OD-1 - Operator Services - Speed of Answer

% Answered within 30 Seconds - Directory Assistance

Result: (Numerator / Denominator) * 100

Denominator:	**Numerator:**
Number of calls to Directory Assistance answered	Number of calls to Directory Assistance answered within 30 seconds after the call enters queue

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Filtered output file: CLEC ANS OVER 30

For the details on the above out put filtered file layout refer to File Appendix: 18   File Type: Paper

Formula For: CLEC

Denominator	**Numerator**
SELECT **SUM(QUEUE_CALLS)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE	**SELECT** **SUM(QUEUE_CALLS - ANS>30)** WHERE DATE >= STARTDATE AND DATE <= ENDDATE

Filtered output file: RETAIL ANS OVER 30

For the details on the above out put filtered file layout refer to File Appendix: 19   File Type: Paper

Formula For: VERIZON

Denominator	**Numerator**
SELECT **SUM(QUEUE_CALLS)** WHERE DATE => STARTDATE AND DATE <= ENDDATE	**SELECT** **SUM(QUEUE_CALLS - ANS>30)** WHERE DATE => STARTDATE AND DATE <= ENDDATE

Guidelines For: OD-3 DA Database Update Accuracy

C2C Guideline:

Definition:	Directory Assistance. For Directory Assistance updates completed during the reporting period, the update order that the CLEC sent to BA is compared to the Directory Assistance database following completion of the update by BA. An update is "completed without error" if the Directory Assistance database accurately reflects the new listing, listing deletion or listing modification, submitted by the CLEC.
	This measurement will be performed using statistically valid samples.
Performance Standard:	Metric OD-3-01: No standard. Metric OD-3-02: Parity with BA Retail.
Exclusions:	Metric OD-3-02: Directory Assistance database errors resulting from service order errors (order activity post completion discrepancies).
Report Dimensions:	BA Retail, CLEC Aggregate, CLEC Specific, BA Affiliate Aggregate, BA Affiliate Specific
Geography:	State

OSS & BILLING (PRE-ORDERING)

Report Labels:	OD-3-01-1020	OPERATOR SERVICES & DATABASES	No Standard

Guidelines:	OD-3 - DA Database Update Accuracy
	% DA Update Accuracy - Including Service Order Errors

Result: (Numerator / Denominator) * 100

Denominator:	**Numerator:**
Total number of updates completed	Number of updates completed without error

---

Filtered output file: DA Database Accuracy - CLEC/Reseller

For the details on the above out put filtered file layout refer to File Appendix: 13   File Type: Paper

Formula For: CLEC

Denominator	**Numerator**
SELECT **COUNT(*)** WHERE S.O. <> NULL	**SELECT** **COUNT(*)** WHERE F OR NF = 'F'

Filtered output file: DA Database Accuracy - Verizon

For the details on the above out put filtered file layout refer to File Appendix: 68   File Type: Paper

Formula For: VERIZON

Denominator	**Numerator**
SELECT **COUNT(*)** WHERE S.O. <> NULL	**SELECT** **COUNT(*)** WHERE F OR NF = F

OSS & BILLING (PRE-ORDERING)

Report Labels:	OD-3-02-1020	OPERATOR SERVICES & DATABASES	Parity with VZ Retail

Guidelines:	OD-3 - DA Database Update Accuracy
	% DA Update Accuracy - Excluding Service Order Errors

Result: (Numerator / Denominator) * 100

Denominator:	**Numerator:**
Total number of updates completed	Number of updates completed without error

---

Filtered output file: DA Database Accuracy - CLEC/Reseller

For the details on the above out put filtered file layout refer to File Appendix: 13   File Type: Paper

Formula For: CLEC

Denominator	**Numerator**
SELECT COUNT(*) WHERE F OR NF IN 'F' AND S.O. CHANGE <> NULL	SELECT COUNT(*) WHERE F OR NF IN 'F' AND S.O. CHANGE <> NULL

Filtered output file: DA Database Accuracy - Verizon

For the details on the above out put filtered file layout refer to File Appendix: 68   File Type: Paper

Formula For: VERIZON

Denominator	**Numerator**
SELECT COUNT(*) WHERE S.O. CHANGE <> NULL AND F OR NF = 'F' OR (F OR NF = 'NF' AND S.O. CHANGE <> NULL)	SELECT COUNT(*) WHERE S.O. CHANGE <> NULL AND F OR NF = 'F' OR (F OR NF = 'NF' AND S.O. CHANGE <> NULL)